In 2004, I had a Sorenson VP-100 installed so I can use VRS. In November 2004, the
connection failed, and I contacted Customer Service several times. Eventually they
promised to send a "tech" to my house to fix the service. It too FOUR MONTHS for
someone to come to fix. I ALSO found that I cannot contact ANYONE I want, unless they
have Sorenson (not D-Link or H.323). I have a H.323 device at my school, I cannot use
IP or phone number to connect from my Sorenson at home. Sorenson is violating the
FCC's requirements about interoperability, and that needs to stop immediately.